# Norton™
# Internet Security
# For Mac®

## User Guide

# Norton™ Internet Security for Mac® User Guide

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# Norton™ Internet Security for Mac®

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forth in the Documentation, or as prompted by the Software, the Software will cease to function until activation is complete; at which time the Software functionality will be restored. In the event that You are not able to activate the Software over the Internet, or through any other method specified during the activation process, You may contact Symantec Customer Support using the information provided by Symantec during activation, or as set forth below.

## 4. Technical Support:

Certain technical support features may be offered from within the Software and which may include live chat with a technical support agent and/or assistance from a technical support agent via remote computer access (any such technical support offered from within the Software shall be referred to in this License Agreement as the "Technical Support"). If such features are offered and You choose to access such Technical Support the following terms shall apply. Any such Technical Support shall be provided in Symantec's sole discretion without any guarantee or warranty of any kind. It is solely Your responsibility to complete a backup of all Your existing data, software and programs before receiving any Technical Support. In the course of providing the Technical Support, Symantec may determine that the technical issue is beyond the scope of the Technical Support. Symantec reserves the right to refuse, suspend or terminate any of the Technical Support in its sole discretion.

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From time to time, the Software may collect certain information from the computer on which it is installed, which may include:

Information on potential security risks as well as URLs of websites visited that the Software deems potentially fraudulent. The URLs could contain personally identifiable information that a potentially fraudulent website is attempting to obtain without Your permission. This information is collected by Symantec for the purpose of evaluating and improving the ability of Symantec's products to detect malicious behavior, potentially fraudulent websites and other Internet security risks. This information will not be correlated with any personally identifiable information.

URLs of websites visited as well as search keywords and search results only if the Norton Safe Web feature is enabled. This information is collected by Symantec for the purpose of evaluating and advising You regarding potential threats and risks that may be associated with a particular Web site before You view it. This information will not be correlated with any personally identifiable information.

Executable files that are identified as potential malware, including information on the actions taken by such files at the time of installation. These files are submitted to Symantec using the Software's automatic submission function. The collected files could contain personally identifiable information that has been obtained by the malware without Your permission. Files of this type are being collected by Symantec only for the purpose of improving the ability of Symantec's products to detect malicious behavior. Symantec will not correlate these files with any personally identifiable information. Such automatic submission function may be deactivated after installation by following the instructions in the Documentation for applicable products.

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Status information regarding installation and operation of the Software. This information indicates to Symantec whether installation of the Software was successfully completed as well as whether the Software has encountered an error. The status information could contain personally identifiable information only if such information is included in the name of the file or folder encountered by the Software at the time of installation or error. The status information is collected by Symantec for the purpose of evaluating and improving Symantec's product performance and installation success rate. This information will not be correlated with any personally identifiable information.

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# Contents

# Installation

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This chapter includes the following topics:

- ■ Before you begin
- ■ Installing Norton Internet Security
- ■ Installing Norton Internet Security on a Mac that has no optical drive
- ■ Setting up Norton Internet Security
- ■ After installation

# Before you begin

Before you install Norton Internet Security, you should read the Read Me file for the latest installation information.

To install Norton Internet Security, you are required to enter an administrator account name and password. An administrator account is created when you set up your Mac.

If you are not sure if your account is an administrator account, check your user account type.

## Checking your user account type

A user account defines the actions a user can perform on a Mac. You can create the following types of user accounts on your Mac:

**::** Administrator account

**::** Standard account

**::** Managed account

Each account has different privileges. An administrator account lets you have access to all areas of the Mac, install and update software, create and maintain other user accounts.

If you do not know your user account type, you can check it in **System Preferences**.

**To check your user account type**

1 On the **Apple** menu, click **System Preferences**.

2 Click **Users & Groups**.

3 In the left side of the **Users & Groups** preferences window, view your account name and account type.

## Reading the Read Me file

The Read Me file contains a summary of what is new and changed in Norton Internet Security, as well as installation tips. It contains information that was unavailable at the time the user guide was published.

**To read the Read Me file**

1 Insert the product CD into your optical disc drive.

2 In the CD window, double-click **Norton Internet Security Read Me**.

# Installing Norton Internet Security

Before beginning the installation, you should save your work and quit any programs that are open on your Mac.

You can install from the product CD or from a file that you download.

**To install Norton Internet Security**

1  Do one of the following:
    ■ If you install from a CD, insert the product CD into the optical drive.
    ■ If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.

2  Double-click **Norton Internet Security Installer**.

3  In the **Welcome to the Norton Internet Security Installer** window, click **Continue**.

4  Read the Software License Agreement, and then click **Continue**.

5  In the dialog that appears, click **Agree**.
    If you do not agree, you cannot continue the installation.

6  If prompted, in the **Select a Destination** window, select your Mac OS X startup disk, and then click **Continue**.
    You must install Norton Internet Security on a startup disk.

7  To install Norton Internet Security, click **Install**.
    If other Symantec products are installed on your computer, this button may be labeled Upgrade instead of Install.

8  When prompted, type your administrator account name and password, and then click **Install Software**.

9  In the dialog that tells you that the installation requires a restart of your computer, click **Continue Installation**.

10 In the **Activation** window, do one of the following:
    ■ To activate Norton Internet Security, enter your product key and then click **Continue**.
    ■ To activate Norton Internet Security later, click **Activate Later.**

11 When the **LiveUpdate** is complete, click **Continue**.

**12** In the **Installation Successful** window, click
**Restart**.
You must restart your computer to complete the
installation process. For more information on how
to restart your Mac, refer to Mac Help in the Finder's
Help menu.

## If you cannot eject the CD

If you cannot eject the CD after you restart your
computer, try one of the following actions:

- Before you eject the CD, quit any applications and
close any open documents that are on the CD.
- Restart your computer.
Press and hold the eject button on the keyboard
when your Mac restart chime sounds.
- On a Mac computer that has a slot-loading CD-ROM
drive, press and hold the mouse button to eject the
CD while you start your computer.

For more information on how to eject a CD, refer to the
Mac Help.

# Installing Norton Internet Security on a Mac that has no optical drive

This copy of Norton Internet Security can be installed
on a Mac that has no optical drive that meets the
system requirements of Norton Internet Security.

**To Install Norton Internet Security on a Mac that has no
optical drive**

1 Go to the following URL:
www.norton.com/navnismac
2 Follow the on-screen instructions.

# Setting up Norton Internet Security

After you install Norton Internet Security and restart your computer, the Setup Assistant guides you through the product setup steps.

Throughout the Setup Assistant, you can click **More Info** to get more information about the feature or options in the window. You can also go back to previous windows by clicking the **Back** button.

You can view and change all of the settings in the Setup Assistant at any time in the Norton Internet Security settings windows. You can click the **Help** button (question mark) on any settings window for information on changing feature settings.

To set up Norton Internet Security

1 In the Norton Internet Security Setup Assistant, read the **Introduction** window, and then click **Continue**.

2 In the **Location Awareness** window, use the buttons to enable or disable Location Awareness, and then click **Continue**.

3 In the **Location Awareness** window, select the location of your Mac, and then click **Continue**.

4 In the **About Safe Surfing** window, use the buttons to enable or disable Safe Surfing, and then click **Continue**.
If you disabled Safe Surfing, you can skip to step 7.

5 In the **Safe Surfing Options** window, use the checkbox to enable or disable display of the **Norton Toolbar** and the **Norton Safe Search** box in your Web browser, and then click **Continue**.

6 In the **Phishing Protection Options** window, use the checkboxes to enable or disable **Phishing Protection** for the Firefox Web browser and to set other Firefox options, and then click **Continue**.

7 In the **Firewall** window, use the drop-down menu to configure access settings for the services that are running on your computer, and then click **Continue**.

8 In the **Finish Setup** window, do one of the following:

- To submit security risks information, select **Submit events to Norton DeepSight Community**.
- To display Norton Internet Security application icons on the dock, select **Add Norton Internet Security applications to the Dock**.

9 In the **Authenticate** window, enter an administrator account name and password, and then click **OK**.

# After installation

After you install Norton Internet Security, you should activate and register your software with Symantec.

## Activating Norton Internet Security

If you did not activate your product during installation, you receive an activation-needed alert regularly until you activate the product.

Product activation reduces software piracy and ensures that you use authentic Symantec software. Activation provides you with a specified period of subscription to your Norton product.

You must activate your product within the time period that the alert specifies, or your product stops working. To activate, you need to use the Product Key that was included with this product.

During activation you can create your Norton Account and register your product. Norton Account lets you view Norton Internet Security details, such as the product key, the product registration date, and recent product updates. If you do not create a Norton Account, the product is activated, but the product key is not saved in the Norton Account. You can print the product key to reinstall your product in the future.

**To activate your product from the alert**

1 In the alert, select **Activate Now (Recommended)**.

2  Click **OK**.
3  Follow the on-screen instructions to activate your product.
4  In the window that appears, click **Done**.

### To activate your product from the main window

1  In the **Norton Internet Security** main window, do one of the following:
   ■ If you purchased a subscription version of a retail product, click **Activate Now**.
   ■ If you want to purchase a key online, click **Buy a Key**.
   ■ If you do not want to activate your product now, click **Activate Later**.
2  Follow the on-screen instructions to activate or subscribe your product.
3  In the window that appears, click **Done**.

## Registering your product

Registering your product lets you manage your Norton product online. You can access your product key, your product order history, and your profile information. You can register your product during activation or after you have installed Norton Internet Security.

To register Norton Internet Security, you need to use your Norton Account user name and password. If you do not have a Norton Account, you can create one.

When you complete the product registration, a confirmation message appears with the email address to which your product is registered.

### To register your product

1  Open Norton Internet Security.
2  In the **Norton Internet Security** menu bar, click **Norton Internet Security**.
3  Select **Register Norton Internet Security**.

4  In the **Register Your Product** window, do one of the following:

   - If you already have a Norton Account, enter your user name and password, and then click **Register**.
   - If you do not have a Norton Account, click **create Norton Account** and follow the on-screen instructions.

# Getting started

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This chapter includes the following topics:

- Opening and Closing Norton Internet Security
- For more information

## Opening and Closing Norton Internet Security

After you install Norton Internet Security, the product automatically protects you from all types of information theft and safeguards your sensitive data. If Norton Internet Security detects a threat that requires your attention, an alert appears to help you resolve it. By default, all the protection features are enabled and Norton Internet Security monitors your computer.

Norton Internet Security includes the following features:

- LiveUpdate
- Norton AntiVirus
- Norton Identity
- Norton Firewall

You can access Norton Internet Security features from the following areas:

- **Applications** folder

::  **Norton QuickMenu**

To open Norton Internet Security features from the
Applications folder

1 In the **Applications** folder, open the **Symantec
   Solutions** folder.

2 Choose the **Norton Internet Security** feature you
   want to open.

To open Norton Internet Security from the Norton
QuickMenu

1 On the **Mac** menu bar, click the **Symantec Logo**.

2 Select the feature you want to open and then select
   the **Open** option for that feature.

To close Norton Internet Security

1 If any of the Norton Internet Security dialogs,
   features or alerts are open, close them.

2 Do one of the following:

   ::  Right-click the **Norton Internet Security** feature
       icon in the Dock, and then choose **Quit**

   ::  In the feature menu on the left side of the menu
       bar, select the feature you want to close and then
       select the **Quit** option for that feature.

   ::  Press ⌘**Q**.

   You cannot close Norton Internet Security, if any of
   the Norton Internet Security dialogs, features or alerts
   are open.

# For more information

The product documentation provides assistance for
using Norton Internet Security. You can find the
information that you need on your computer and on
the Web.

## Accessing Help

You can access a list of Help topics by opening the
Norton product Help. To search for specific
information, in the search field at the top of the Help
window, type a search term, and then press Return.

**To access Help**

❖ Do one of the following:

   ⚏ To access a list of Help topics, on the **Norton
      product** menu, click **Help**, and then choose
      **Norton Internet Security** Help.

   ⚏ To access the Help for a current window or task,
      click the **Help** button.

## Opening the user guide PDF

You can find the *Norton Internet Security User Guide*
on the CD in PDF format.

**To open the user guide PDF**

1  Insert the CD into the optical drive.

2  Double-click the PDF.

You can also copy the PDF to your computer and read
it from there.

# Service and Support Solutions

## About support

If you have purchased Norton Internet Security, you can access Support from the product.

Support offerings may vary based on the language or product.

## About Self Help

The Symantec Web site contains answers to the most common customer questions. From our Web site you can:

■ Find help with your subscription, download, product activation, or other nontechnical issues.

■ Search our Support Resources for help with technical issues, such as installing, configuring, or troubleshooting errors with your Norton products.

■ Find information about the latest virus threats and removal tools.

You can access the Symantec support Web site at:

www.norton.com/macsupport

# Contact Support

In addition to using our Self Help options, you can contact a support representative by chat, email, or phone.

⏻  Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries. For full support details, please visit:

www.norton.com/macsupport

Following is an overview of our support offerings:

| | |
|---|---|
| Chat | Chat in real time with a support representative. |
| Email | Submit your question on our Web site and receive a response by email. |
| | Email support has a slower response time when compared to phone. Email support is free. |
| Phone | Speak to a support representative in real time. |

To contact a support representative, please visit the Symantec support Web site at the following URL:

www.norton.com/macsupport

The online support option is displayed along with the Contact Us link where you can select the type of support you prefer.

# Support Policy

Symantec recommends that you have the latest version of the product, as it contains new and enhanced features for better protection against security threats. In case of older versions, complimentary support is

offered for a minimum of two years. However, technical information on these products may still be available through the support Web site at the following address:

www.norton.com/macsupport

Symantec reserves the right to change its support policies at any time without notice. You can view the latest version of the support policy at the following URL:

www.symantec.com/supportpolicy

# Keeping your subscription current

This renewable service includes protection updates and new product features as available throughout the service period. Please note that features may be added, modified, or removed during the service period.

Service period lengths vary by Symantec product. After your initial service period ends, you must renew your service subscription before you can update and use your protection. When you run LiveUpdate near the end of your service period, you are prompted to subscribe for a nominal charge. Follow the instructions on the screen to renew.

# Worldwide service and support

Worldwide service and support solutions vary by country. To contact one of our Support offices, please go to the following Web site and select your language.

www.symantec.com/globalsupport

# ClubNorton

ClubNorton is your one-stop resource center for Internet security. As a Norton customer, Symantec wants to make your experience with your computer safe, enjoyable, and productive. Whether you use your

computer to manage your personal finances, shop online, or share your latest digital photos with friends and family, ClubNorton makes your experience a good one. Our goal is to consistently provide the proper tools and information to keep you up to date.

For more information, go to the following URL and select your country or region in the **Select Your Country/Region** drop-down menu:

www.clubnorton.com

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■ Subscription Troubleshooter

■ Home & Home Office Security

■ Product Manuals

■ Product Updates

■ Product Reviews

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